

# BENEFITS PROGRAM COORDINATOR

# **Purpose:**

To actively support and uphold the City's stated mission and values. To perform a variety of professional and technical duties involved in the implementation and coordination of the City's Human Resources Department benefits programs; and to provide information and assistance to City staff and the public.

# **Distinguishing Characteristics:**

This is a professional level position within the Benefits and Services area of the Human Resources Department. Employees within this class are distinguished from the Human Resources Specialist position by the performance of more complex duties. Employees at this level receive only occasional instruction or assistance as new or unusual situations arise, and are fully aware of the operating procedures and policies of the work unit. Positions in this class are normally filled by advancement from the Human Resources Specialist class, or when filled from the outside, require prior employee benefits experience.

# **Supervision Received and Exercised:**

Receives general supervision from supervisory and management staff.

May provide lead direction to support staff in Benefits and Services as needed.

#### **Essential Functions:**

Duties may include, but are not limited to, the following:

- Respond to questions, concerns and inquiries from a variety of parties including employees, retirees, dependents, providers, and vendors; resolves problems regarding contract provisions and discrepancies.
- Participate in the Request for Proposal (RFP) process for insurance contracts, including development of RFP criteria and questions; and evaluation/scoring of vendor proposals.
- Plan, develop and implement new benefit programs and vendors.

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- Review contracts and study impacts of new provisions on City plans and processes.
- Initiate research of state and federal rules and regulations affecting benefit plans; recommend possible changes and solutions to improve processes and plan provisions.
- Monitor all benefit plans and services provided for effectiveness through the use of research and analyses; identify problem issues and assist the Benefits Administrator in negotiating changes with vendors.
- Prepare audit procedures for all benefits programs and services; conduct audits of programs, contracts and claims processes.
- Respond to, and compile benefits surveys and related inquiries; gather and compile benefits survey data results.
- Research and interpret new legislation related to the City benefits program.
- Develop annual accrual rates on self-funded medical plan, employee contribution rates and health fund budget projections.
- Coordinate communication of overall benefits plans and services, including website, new hire benefits orientations, printed materials and compliance requirements.
- Support union negotiations by researching and compiling data requested by the negotiating team.
- Serve as primary point-of-contact for administering the Long-Term Disability and Catastrophic Leave program.
- Perform related duties as assigned.

#### **Minimum Qualifications:**

#### **Experience:**

Three years of full-time, increasingly responsible paraprofessional human resources administration experience, of which two years must be in benefit administration.

### **Education:**

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Equivalent to a Bachelor's degree from an accredited college or university with major course work in human resources management, personnel management, public or business administration, or a degree related to the core functions of this position.

None

# **Examples of Physical and/or Mental Activities:**

(Pending)

# **Competencies:**

(Pending)

Job Code: 302

Status: Exempt / Classified